

# 2017 FALL CONFERENCE VANCOUVER | SEPT 14-16



## FACULTY GUESTS

The Harmonie Group & Canadian Litigation Counsel would like to thank the following industry leaders for their participation in our 2017 Fall Conference. We are especially appreciative of them sharing their knowledge and insights into their respective fields and areas of expertise.



## JANICE BEACHAM

### *Director Risk Management, Safety Estes Express Lines*

Janice Beacham is currently the Director of Risk Management and Safety for Estes Express Lines Inc in Richmond, VA. She has been employed with Estes Express Lines for 20 years and her responsibilities include managing the Liability and Workers Compensation claims and litigation nationwide. This includes the analyzation of data for improvement in training and behaviors to reduce the financial and nonfinancial cost for the employee and company. In addition, her Safety responsibilities include managing compliance of the Federal Regulations for the company and CMV employee as well as the Safety programs.

Prior to Estes Express Lines, Ms. Beacham was employed with Overnite Transportation as the Liability Claims Manager. She received a BS in Sociology/Law Enforcement from Averett University Danville, VA in 1989.

## MARK BERNSTEIN

### *Regional Claims Advocate-California HUB International Insurance Services Inc.*

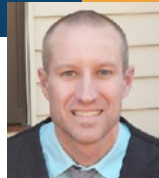


Mr. Bernstein is the Regional Claims Advocate for HUB International Insurance Services, Inc. and is based out of the Company's San Diego office. He has over 25 years of experience in the insurance and claims industry. His experience includes handling cases involving products liability, property, attorney malpractice, catastrophic injuries, asbestos litigation and other toxic torts, as well as construction defect from the investigate stage through trial; all for both the defense and plaintiff bar.

Mr. Bernstein obtained a BA in English from Queens College in New York and received his JD degree from the Thomas Jefferson School of Law in San Diego. He is on the faculty of the Casualty Claims College for the CLM teaching courses in Negotiation Strategy and Mediation. He is also a member of the College's Executive Council. He has been a frequent speaker at ESOP events, the NCEO, The Harmonie Group, and CLM conferences and is an active member of both the local San Diego Chapter of RIMS and national RIMS.

## JUSTIN N. DAVIS

### *Claims Manager - General Liability and Auto Claims Unit Pharmacists Mutual Insurance Companies*



Justin Davis is a Claims Manager at Pharmacists Mutual Insurance Company in Algona, Iowa. He oversees the General Liability & Auto Liability Claims Unit, responsible for providing excellent service and quality to PhMIC members. Prior to his current position, he has worked in the capacity of Regional Claims Supervisor – Central Region, as well as Claims Manager – Subrogation Unit.

Mr. Davis has been with the Pharmacists claims team for 16 years, 12 of those in Claims Management. He received his BA in History with minors in English and Sociology from Simpson College in Indianola, Iowa. He is currently working on the SCLA program through The Institutes. Outside the office he most enjoys spending time with his amazing family, traveling to baseball stadiums and Civil War battlefields, and is an avid distance runner.

## JULIE FREITAG

### *Vice President - Life Sciences & Casualty Claims The Navigators Group*

#### Corporate Profile

The Navigators Group, Inc. is an international specialty insurance holding company with insurance company operations, underwriting management companies and operations at Lloyd's. Navigators has offices in the United States, the United Kingdom and Continental Europe, as well as representative offices in China and Brazil.

## J. KENNETH GARCIA

### *AVP Claims* **AmTrust North America**

J. Kenneth Garcia is Assistant Vice President Claims for AmTrust North America in Chicago, IL where he manages a team of 25 Professional Liability adjusters and managers handling claims across the US. His appointment with AmTrust included bringing a consistent approach to the technical claim management process affiliated with all Professional Lines. He designed and implemented a metric based claim audit system to evaluate claims quality associated with core competencies that drive case outcome. Mr. Garcia's past appointments have included Senior Director Professional Liability for Markel Claims Services, SVP Claims for Penn National Insurance Company as well as 16 years managing litigation outside the US.

Mr. Garcia completed the Executive Negotiation Workshop and Insurance Executive Development Program offered by The Wharton School, University of Pennsylvania. He holds the Insurance Institute of America Associate in Claims, Senior Claims Law Associate and Associate in Insurance professional designations. He graduated from Dowling College where he attained multiple degrees in English and Secondary Education.



## JASPER GARRETT

### *Lead Resolution Manager* **Gallagher Bassett Services, Inc.**

#### Corporate Profile

As the premier multiline claims services provider we help people, companies and organizations around the world get back on track. The sooner. The better.

We guide those suffering a loss to the best outcomes for their futures. We guard our clients' names and assets with unrivaled products and service. And we go beyond expectations in the continuous pursuit of a better way.

We believe our greatest success is only a reflection of yours. We free you to focus on the opportunities of tomorrow. Rather than the challenges of today.

We don't accept change. We drive it. We are a leading source of innovation in risk and claims management. And we believe there's nothing riskier than the status quo.

We believe businesses and people are a lot alike. They both want and deserve the best possible future. We identify and unlock better outcomes.

We believe people are capable of amazing things. Every day, we help create the conditions that allow them to succeed.

## LANDIS GRAHAM

### *Senior Vice President - Claims* **Verus Underwriting Managers, LLC**

Landis Graham is Senior Vice President of Claims for Verus Underwriting Managers located in Richmond, Virginia. Verus, which was formed in April 2010, is an Excess & Surplus Lines start-up operation for WR Berkley. Prior to joining Verus, Mr. Graham was SVP of Claims for the E&S operation for the Argo Group. He graduated from Western New England College in Springfield, Massachusetts, in 1976 and started his claim career with Liberty Mutual in September 1976. His claims career he has taken him from the Northeast to Texas and now Virginia.

Verus Underwriting Managers is a dynamic new underwriting management company. Verus targets commercial risks in the excess & surplus lines and specialty insurance markets through a select group of business partners. Verus will underwrite on behalf of W. R. Berkley Corporation member insurance companies rated A+ (Superior) by A.M. Best Company, Inc.



## BRYANT GRAY

### *Vice President, Risk Management* **TranSystems Corp.**

Bryant Gray is the VP of Risk for TranSystems Corporation, based out of Kansas City, Missouri. A graduate of the University of Missouri, he has been with the company for the past five and a half years.

TranSystems brings innovative consulting, engineering and architectural solutions to solve the nation's transportation infrastructure challenges. We are dedicated to enhancing and improving the movement of goods and people by creating an integrated transportation system around four key market sectors – freight rail and intermodal, passenger rail and transit, federal, states and municipalities, and aviation.



## JACK W. "TRE" HORTON III, J.D.

*Vice President*  
**First Specialty Insurance Corporation**  
*Swiss Re*

### Corporate Profile

The Swiss Re Group is a leading wholesale provider of reinsurance, insurance and other insurance-based forms of risk transfer. Dealing directly and working through brokers, its global client base consists of insurance companies, mid-to-large-sized corporations and public sector clients.

From standard products to tailor-made coverage across all lines of business, Swiss Re deploys its capital strength, expertise and innovation power to enable the risk-taking upon which growth and progress depends.

## CINDY LEBLANC

*Manager, National Claims Operations*  
**The Sovereign General Insurance Company**



Since joining Sovereign in 2002, Cindy LeBlanc has helped clients providing responsive, professional claim services, along with creating and enhancing relationships with our internal and external partners. As National Claims Manager, she is responsible for overseeing the national claims operations for the company and supporting Sovereign's claims teams in delivering exceptional customer service.

Ms. LeBlanc has over 30 years of industry experience. She began her insurance career in 1984 with The Simcoe Erie Group as a policy typist, and shortly thereafter entered the field of claims. Following the insurance company buyouts in the 1990s, Ms. LeBlanc accepted a supervisory role at a National Adjusting Company. Ms. LeBlanc attained her CIP from Mohawk College and her FCIP, CRM from McMaster University. She is the Ombudsman for Sovereign and an active member in the CICMA.

## TRISHA LOSCOMBE

*Director, Head of TPA Operations*  
**Maxwell Claims Services Inc.**

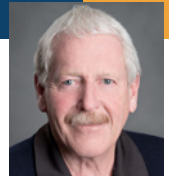


Trisha Loscombe, daughter of Ian Maxwell, founder of Maxwell Claims Services looks after all aspects of the TPA operation which accounts for 85% of business generated by MCS. Maxwell Claims Services now has 23 staff, approximately half of whom work from home in the TPA role. The company has three specialty adjusters looking after major losses at the request of Underwriters at Lloyd's as well as domestic markets.

The TPA operation covers all classes of insurance claims, including basic property and casualty risks as well as surveys for inland marine and specie risks. The company is hoping to expand by opening an office in Toronto in the near future, thereby allowing us to provide solid coverage service across Canada.

## IAN MAXWELL

*President*  
**Maxwell Claims Services**



Ian Maxwell began his career with a Broker at Lloyd's London many years ago, when bowler hats were common, milk was delivered by a horse and carriage, and the Coke came in a bottle. In 1965, he immigrated to Canada and worked for a number of domestic Insurers and Independent Adjusters before spending six years working for Cunningham Lindsey in London, England.

On returning to Canada in 1993, Mr. Maxwell set up his own operation in conjunction with a U.K. loss survey operation. While the intent was good, it never materialized and in October of 1997 the companies parted ways but still remain on good terms. Maxwell Claims Services Inc. was incorporated in October 1997. Since that time, with the assistance of his wife, Marion, the firm has expanded from the original office in Vancouver to include operations in Calgary, Alberta and Montreal, Quebec.

## MIKE ROY

### *Senior Director, Claims* Ryder System, Inc.

Mike Roy is the Senior Director of Claims for Ryder System, Inc., a leading provider of commercial transportation, logistics, and supply chain management solutions. Mr. Roy has over 34 years experience in property and casualty claims and leads Ryder's National Claims Office located in Centennial, Colorado.

Mike is responsible for the handling and administration of all liability, property, cargo and physical damage claims arising out of Ryder's operations in the United States, Canada, and Puerto Rico. Prior to joining Ryder, he worked for many years with a large national insurance carrier in various claim management and business technology positions.

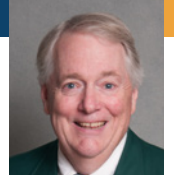


## THOMAS F. SHEEHAN, JR.

### *Claims Manager* Specialty Managers Group, LLC

Thomas Sheehan serves as Claims Manager at Specialty Managers Group, LLC and his responsibilities include investigation of claims, technical analysis, retention and supervision of local counsel, retention and supervision of experts and other claim support personnel. Mr. Sheehan's 32 years of experience in the field of professional liability claims management gives him a unique insight to the dynamics of resolving construction claims. Mr. Sheehan also worked at C. R. Vince & Associates, Inc. and Thomas F. Sheehan, Inc. Mr. Sheehan was responsible for claims and coverage analysis as well as management and resolution of claims against policyholders on a professional book of insurance for architects, engineers, construction managers, design/build contractors, lawyers, accountants, actuaries, and real estate agents.

Mr. Sheehan graduated from the University of Notre Dame with a Bachelor of Architecture degree in 1977. He has held property and casualty insurance brokers licenses in the State of Illinois. He has been a member of the board of directors of Thomas F. Sheehan, Inc., Peace Corporation, Inc., and Professional Risk Management, Inc.



## MARY ANN VORNDRAN

### *Claims Manager* The Navigators Group

The Navigator's Group, Inc. is an international commercial property & casualty specialty insurance company. Ms. Vorndran is a Claims Manager for Navigators Insurance's U.S. Casualty Division with 28 years of commercial insurance experience. Her areas of expertise include general liability, with an emphasis on product liability and construction claims including construction defect. She also has experience in: public entity, commercial auto, management liability and directors and officers.

Ms. Vorndran graduated with a Bachelor of Arts from the University of California Santa Cruz and holds a Masters in Business Administration from National University. During her tenure, she held both management and technical positions for large national carriers and TPAs including: Liberty Mutual, American International Group, Inc., West Coast Casualty Claims Services, Inc. and American Claims Management, Inc.



## JOANNE A. WAYMAN

### *Vice President* Allied World Assurance Company

Joanne Wayman's career has evolved from that of an emergency department nurse in a Chicago teaching hospital, to a New Hampshire community hospital, and finally a Massachusetts trauma center. After the clinical setting, she worked as a nurse consultant for a plaintiffs' Med Mal firm in Florida and a defense firm in Austin, Texas. While in Texas, Joanne completed her Master of Science in Nursing from the University of Texas at Austin.

Ms. Wayman worked for a physician insurer in New Jersey after which she started the Med Mal Claims Unit at Executive Risk Specialty Insurance Company. ERSIC was subsequently acquired by the Chubb Group of Insurance Companies where she spent the next 10 years initially as a claims examiner, then supervisor and ultimately heading up the Med Mal Unit with a staff of 24. Ms. Wayman managed the healthcare teams which included Med Mal, Psych, and Healthcare D&O/E&O for five years and now manages Healthcare Complex Claims.

